

calendar information for the user associated with the contact management database;

contact information for the user stored from the contact management database; and

TSPS registration information for the user;

wherein the TSPS receives a voice call for the user and handles the voice call with reference to information in the at least one database, and wherein handling includes routing the call based at least upon contact information related to a caller that placed the call.

[c14] 14. The system of claim 13, further comprising at least one attendant computer operated by an attendant, wherein the at least one attendant computer is coupled to the at least one user computer through a network, wherein the user configuration specifies:

that particular voice calls be forwarded to the attendant; and

the attendant has limited shared access to the TSPS, including monitoring and controlling the user's voice calls using the TSPS.

[c15] 15. The system of claim 13, wherein the user configures the TSPS using the contact management user interface, and wherein the user further receives notification of voice calls using the contact management user interface, and responds to the notification in real-time using the contact management user interface.

[c16] 16. The system of claim 15, wherein configuration includes storing a handling code in an unused portion of a data field in the contact management database to direct the TSPS in handling a voice call from a particular caller, and associating a handling method with the handling code in the at least one database of the TSPS.

- [c17] 17. The system of claim 13, wherein the TSPS is a one-number system.
- [c18] 18. The system of claim 13, wherein the interface component communicates with the contact management system via open application programming interfaces of the contact management system.
- [c19] 19. A method for handling incoming communications, comprising:
receiving at least one voice call intended for a recipient;
based on data related to the at least one voice call, accessing data regarding a caller that placed the at least one voice call, wherein the data regarding the caller includes data from a previously configured standard contact management system; and
handling the at least one voice call based on the data regarding the caller, wherein handling includes routing the at least one voice call to a particular destination, and notifying the recipient of the at least one voice call using at least one notification method.
- [c20] 20. The method of claim 19, wherein the at least one notification method includes displaying the at least one voice call in a window on a user interface of the contact management system, wherein the window includes buttons that allow the user to:
display information from the contact management database related to the caller;
display a call history that includes information related to past calls and to the at least one voice call; and
transfer the call to at least one destination.
- [c21] 21. The method of claim 19, wherein routing includes:
transferring the at least one voice call to a voice message service, wherein the voice message service prompts the caller to leave a message;

transferring the at least one voice call to a previously designated attendant;
transferring the at least one voice call to a previously designated current
user location; and
playing one of at least one prompt that interacts with the caller via
interactive voice response (IVR).

[c22] 22. The method of claim 19, wherein the data from the previously
configured standard contacts management system includes:

a phone number identifying a device that is presumed to be used by the
caller, wherein the phone number occupies a field in a database of
the contact management system; and
a handling code that occupies a field in the database of the contact
management system, wherein the handling code has significance
only for a telephony service provider system (TSPS) in
communication with the contact management system.

[c23] 23. The method of claim 22, further comprising communicating between
the TSPS and the standard contact management system using application
programming interfaces (APIs) of the standard contact management system,
wherein communicating comprises:

storing contact information, including phone numbers and handling codes,
in a contact information database that is directly accessible to the
TSPS; and
receiving user configuration information for the TSPS through a user
interface of the contact management system, including assignment
of handling instructions to handling codes.

[c24] 24. The method of claim 23, wherein communicating further comprises
storing calendar information from the contact management system in a calendar
events database that is directly accessible to the TSPS, and wherein the user